



NAVIGATING  
IN A TIME OF CONTINUED CHANGE  
2020-2021 ANNUAL REPORT



Grand River  
Community  
Health Centre



## Our Vision

A community where we work together to achieve equity, belonging, health and wellbeing for all

## Our Mission

We promote healthy communities by providing primary health care, health promotion and community development, to ensure that no one faces barriers to health and well-being.

## Our Values

At GRCHC, we are:

### Inclusive –

We champion inclusivity through acceptance, welcoming of diversity and fostering a sense of belonging.

### Collaborative –

We work as a team with our clients and partners to provide coordinated care for our community.

### Accessible –

We strive to address the wide range of barriers to accessing services, which clients may face.

### Respectful –

We are inclusive, non-judgmental, compassionate and caring; everyone matters.

### Equitable –

We strive to ensure that people in our community are treated fairly.

“It gave me a sense of community. It stretched my gap between shopping. I was down to very little fresh food and I now have two meals in the freezer and two days’ worth of food. I really appreciate all the effort that went into the class... Thank you very much.”  
**Fall Virtual Cooking Event**



Allie and Katie  
Prepping for a Virtual Cooking Class



Janet and Shelley

“I liked that the sessions talked about everyday issues that you have and how to deal with them. The importance of self talk. There was nothing that I disliked.”  
**Healthy Bodies**

“I drive from North Bay to continue getting primary care at GRCHC because they help me be the best version of myself.”  
**Primary Care Client**

## GRCHC QUICK FACTS

**17,427** primary care interactions with clients

**603** referrals made to other GRCHC services

**2,242** allied health interactions with clients (social work, outreach, nutrition)

**436** unique allied health group participants

**528** individuals seen at Seasonal Agricultural Worker clinics with 2,647 different interactions

**114** individuals assessed at Memory Clinics

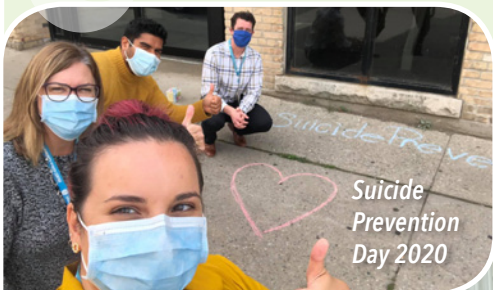
**138** Individuals served in COPD program with 1,274 different interactions

**525** volunteer hours logged

**30** active volunteers

**8** community partners on site –

Brant County Health Unit Dental Program; BCHS Diabetes Education Service; Home and Community Care Support Services HNHB; Feet First Foot Care Program; Grand River Council on Aging; The AIDS Network, Chronic Non-Cancer Pain Management Program - Delhi Community Health Centre; Canadian Mental Health Association



Suicide  
Prevention  
Day 2020



On farm SAW clinic



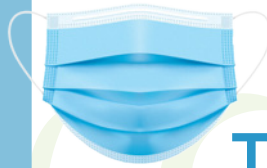
Laura, Gloria and Brad

## 2020-21 BOARD OF DIRECTORS

### Board of Directors

SEPT 2020 - 2021

Keith Anderson  
Heather Bruce  
Cathy Donahue  
Derek Douglas  
Kelly Gordon  
Jayne Mallin (*resigned*)  
Roger Ma  
Ryan Martens  
Andrew McRobert (*resigned*)  
Jennifer Pelchat  
Jeanette Pickett Pierce  
France Vaillancourt  
Eddy Vance



### Annual Report Message - September 2021 Executive Director and Board Chair

There has never been a year in the history of the Ontario healthcare system with as much change as the 2020-2021 year. Indeed that period of unparalleled fallout has continued to date. This pandemic has been unrelenting.

For a sector and agency that embraces the social determinants of health, the impact of the pandemic on education/students, the economy/poverty, and especially social-connectedness, has been profound. One major strategy to counter the impact of the pandemic was greater isolation; running directly counter to the increasing realization of the health benefits of social-connection. Virtual connectedness via video and phone only mitigate the impact to a certain extent, but our staff have launched several new approaches to increase virtual connections.

For a sector and agency that embraces the value of preventing disease, the pandemic has triggered a significant delay and deferral of preventative health measures such as cancer screening. Our staff continue to pursue preventative health measures and have continued to provide a high proportion of service in-person. In the context of a pandemic, the most notable illness prevention strategy has been and continues to be vaccine administration and we are proud of our role in offering vaccine clinics.

Many have commented on how the pandemic has shone a spotlight on health inequities and the needs of marginalized populations. The health centre's work serving homeless individuals and seasonal agricultural workers is especially noteworthy with the pandemic necessitating a wide range of service changes.

The last year has also called for us to navigate the emerging presence of Ontario Health Teams. Our work supporting the homeless and in leadership around OHT tables continues. We remain fortunate to work with an outstanding array of collaborating agencies, responding to the pandemic and advancing the local health care system.

While we have navigated the changing environment reasonably well in serving our clients, we must acknowledge the costs (apart from dollars). Thousands of clients have been served and in doing so, thousands of Covid stressors and stories have been shared with staff. Heightened Covid anxiety can be as contagious as the virus itself. There have been disheartening events such as those coming from the anti-vaccine movement. It has been a prolonged and difficult time that has been exhausting and emotionally draining. We acknowledge the efforts and dedication of our team who continue to navigate the ever-changing environment in order to serve our clients and the community.

No year has that been more apropos, than this past year.

*Sincerely,*

**Heather Bruce**, Chair - Board of Directors

**Peter Szota**, Executive Director

“That I didn't have to find transportation or worry about pain and being uncomfortable. I got to be home comfortable free to take breaks meds. while feeling a part of a community.”

**Fall Virtual Cooking Event**

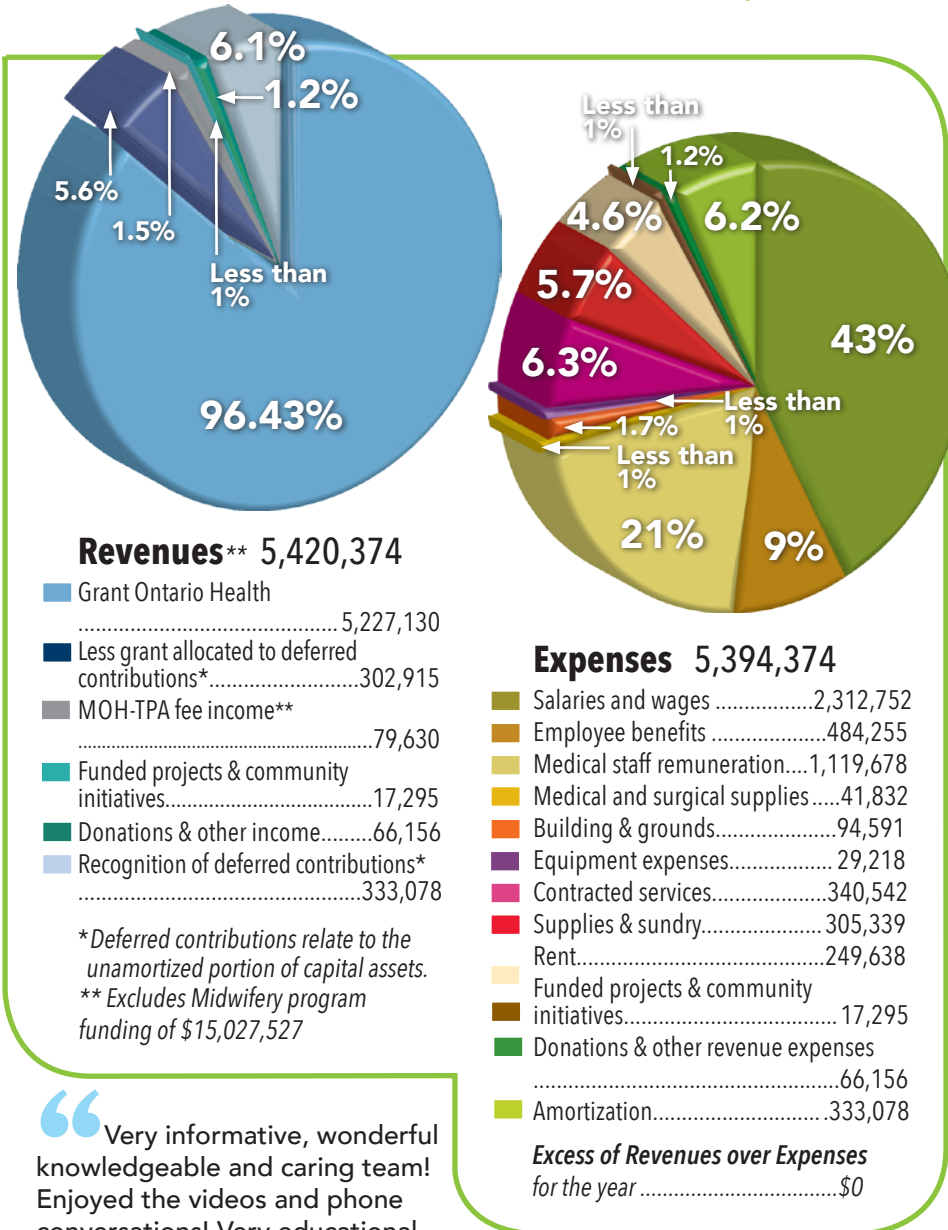


*Dr. Nagy Malak*

“Just want to say Thank you very much. You are a great team and program. I might add very helpful as well as understanding. I enjoyed your videos and conversations. Great job by all of you!”

**Caring for My COPD Program**





**Revenues\*\* 5,420,374**

- Grant Ontario Health ..... 5,227,130
- Less grant allocated to deferred contributions\* ..... 302,915
- MOH-TPA fee income\*\* ..... 79,630
- Funded projects & community initiatives ..... 17,295
- Donations & other income ..... 66,156
- Recognition of deferred contributions\* ..... 333,078

\* Deferred contributions relate to the unamortized portion of capital assets.  
 \*\* Excludes Midwifery program funding of \$15,027,527

“Very informative, wonderful knowledgeable and caring team! Enjoyed the videos and phone conversations! Very educational and definitely helpful.”  
**Caring for My COPD Program**



## Financial Information GRCHC

### Auditor's Report

The full independent auditor's report is posted on our website under resources, or a copy can be obtained by contacting the GRCHC.

### Funding

The Grand River CHC receives core operational funding from the Ministry of Health, through Ontario Health. We also receive project-related funding grants and private donations. Thank you to all of our funders for your generous support. The Grand River CHC is a non-profit, registered charitable organization and is governed by a volunteer Board of Directors. Registered Charitable # 82936 7556 RR0001.

### Ontario Midwifery Program

The organization serves as a midwifery program transfer payment agency (TPA). The revenues and expenses of the midwifery practice groups are not reflected in these financial statements. Activity for the year consisted of: *For the Period Ended March 31, 2021*

**Ontario Midwifery Program - Revenues** ..... 15,027,572

**Total Midwifery Expenses** ..... 12,903,672

The excess of revenues over expenditures will be advanced to the midwifery practice groups in the subsequent fiscal year. If all of the funds are not advanced, they will be returned to the MOH.



Dr. Kennedy and Diana at an on farm SAW clinic.



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